

opportunities

husbanding services to U.S. and foreign naval vessels calling at New Orleans and surrounding ports as well as management of a 600 foot pier. The operations department head also represents the Navy at various local authority planning meetings.

Required qualifications include strong organizational, analytical and communication skills with an anti-terrorism, force protection background to support security issues with waterborne operations is desired.

Applications for this position must be submitted by Apr. 16 with the board convening the week of Apr. 19 to select an individual for a billet fill date in June. Specific details on submission requirements are contained in COMNAVRESFOR message DTG 261600Z JAN 04.

NMCRC Detroit training officer

MILLINGTON, Tenn. – An opening for training officer at Naval and Marine Corps Reserve Center Detroit is available for an O3 on two-year recall.

This position is responsible for managing training programs for assigned Selected Reservists. The qualifications sought include experience with FTS administration and prior Reserve experience is preferred.

Applications for this position must be submitted by Apr. 16 with the board convening the week of Apr. 19 to select an individual for a billet fill date in the May/June timeframe. Specific details on submission requirements are contained in COMNAVRESFOR message DTG 261600Z JAN 04. ♦

a look back

Celebrating the Naval Reserve Birthday



30 years ago

1974– The Naval Reserve began a program of “far-reaching reorganization” to be completed within five years, with two main objectives: The installation of the Readiness Command System, in order to “improve Reserve training and administration,” and the restructuring of the Selected Reserve “within the same framework as programs and units of the active-duty Navy.”



20 years ago

1984– Secretary of the Navy John F. Lehmen visited the Reserve and active-duty crew aboard USS New Jersey (BB 62) to discuss plans to expand crew augmentation. New Jersey was at that time deployed to the Eastern Mediterranean in support of Marines ashore in Lebanon. Nearly 200 Naval Reservists served on the ship between December and March 1984, allowing more than 20 percent of the crew to return to the states on leave.



10 years ago

1994– More than 2,000 Reservists from all services aided rescue efforts in California after an earthquake devastated the San Fernando Valley. The earthquake, which registered 6.8 on the Richter Scale, was called America's most costly natural disaster at the time, and caused 57 deaths, 7,000 quake-related injuries and left over 20,000 people homeless.

–JOSN John Hastings McIver

CUSTOMER SERVICE UNIT LISTENS, RESPONDS TO RESERVISTS

CDR Amy Lindberg
COMNAVRESFOR Customer Service Unit

Got a comment, a recommendation, a complaint or a cure? Not sure where to turn?

Now, in addition to your chain of command, you can contact the Commander, Naval Reserve Force (COMNAVRESFOR) Customer Service Directorate's newly established Customer Service Unit (CS Unit). The CS Unit is comprised of ten Selected Reservists and one Full Time Support member, all from a variety of ranks, rates and professions. The CS Unit is your new vehicle for delivering a 'consultant-style' perspective directly to COMNAVRESFOR.

What the CS Unit does:

- Establish & maintain customer service standards to improve delivery of service at all echelons
- Measure effectiveness of Reserve activities at meeting established standards
- Identify and promote Reserve activity 'best practices' for delivering outstanding customer service
- Identify and assess the need for change in the delivery of customer service
- Collect and communicate concerns, problems and issues to COMNAVRESFOR

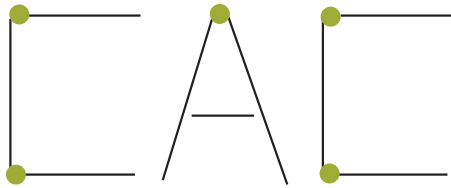
- Develop and communicate metrics-driven survey results to COMNAVRESFOR
- Assess results and provide recommendations for change to COMNAVRESFOR and others

How the CS Unit works:

- Develop, issue and analyze Reserve-wide customer service surveys
- Develop, measure and assess compliance to customer service standards (at all Echelons)
- Conduct Reserve activity site visits (interview FTS and drilling Reservists and consult with commanders)
- Provide interactive Web site and e-mail communication for the force

Watch for Survey 2004, Speak Up and Be Heard!

Look for YOUR opportunity to forge changes to the Naval Reserve by participating in the next customer service survey (Spring 2004). This Web-based survey packs key inquiries into an efficient, one page, user-friendly format. The metrics-driven results will be essential for our leadership to effect positive change in our Reserve Force. Customer service survey 2004 represents a unique opportunity to voice your concerns in a constructive manner that will get results!



comes of age

By JOSN John Hastings McIver
COMNAVRESFOR Public Affairs Staff

NEW ORLEANS--Last May, The Naval Reservist put forth guidance regarding the up and coming Public Key Infrastructure (PKI) requirements, which were to be implemented as early as October 2003. Since that time, little has changed in regard to the issue, but for the deadline. All those who fall under the Department of Defense (DoD) umbrella now have until April 1 to comply with the directive.

The scope of that directive includes acquiring three necessary certificates, which will then allow one to conduct secure communications electronically. Those certificates are:

- a DoD Identity Certificate
- a DoD E-mail Signing Certificate
- an Encryption Key pair

These items will be needed in order to send e-mails containing sensitive information and to access DoD secure Web sites, as of April 1.

If you already have a Common Access Card (CAC), chances are you are in possession of the necessary certificates. Your local Personnel Support Department (PSD) can check your CAC to ensure that you have the certificates, and they can update it if you are lacking. The PSD clerk will ask you to choose a Personal Identification Number (PIN) that will allow you access to the functions of your CAC—be sure to remember it. You'll need the PIN when using your CAC to log into your workstation, as well as to utilize the various functions of the certificates.

There are three different types of CAC, identifiable by the brown lettering printed above the magnetic strip on the back of the card. All three will work with the updated ActivCard Gold 2.2 software that is currently being installed by the Navy Marine Corps Intranet (NMCI). If your command does not yet have the software, it may be necessary to put in a request to NMCI for the software installation.

CAC USE ON YOUR HOME COMPUTER

Commander Naval Reserve Force (COMNAVRESFOR) is in the process of issuing personal CAC readers for use with home computers to all Reservists. The CAC readers will allow access to DoD Web sites and the encryption of e-mails from virtually any personal computer, provided the computer contains the proper software. NMCI's Internet e-mail service, Outlook Web Access, does not support the digital signing, though that situation is in the process of being remedied. The software, along with instructions on its installation and usage, can be found at <http://reserves.navy.mil>, on the private side. After you login, choose the "Support Programs" tab at the top of the page. Then select the "Information Technology" folder at the top of the page, followed by the "PKI/CAC Resources" folder on the left side of the page. There you'll find the instructions necessary to utilize the CAC reader with your personal computer. There is a separate link, "ActivCard Download/CAC Reader Registration and Reporting System," that will take you to the software download Web site. You have to be registered by your NRA before you can legally install the software. As with all software installations, be sure to follow the instructions carefully, and have a full backup of your hard drive in case there are any program conflicts.

SOFT CERTIFICATES

In some cases, Reservists will not be able to acquire a CAC. In those isolated cases, the Reservist can request a "soft certificate," a digital copy of their identity certificate that can be stored on a floppy disk or hard drive. Soft certificates should only be used in cases in which there is no alternative, however, as they are not as secure as the CACs. Eventually, all Reservists will receive CACs, making the soft certificates effectively obsolete.

—Special thanks to LCDR Vanessa Ong for her help in writing this article.

Naval Reserve Web site gets an overhaul!

By JOSN John Hastings McIver
COMNAVRESFOR Public Affairs Staff

NEW ORLEANS – Commander, Naval Reserve Force has scheduled the Naval Reserve Web Site (NRWS) for an expansive overhaul, to be completed by April 1. The project includes numerous enhancements designed to bring the system into closer alignment with the needs of the Naval Reserve. A sampling of improvements includes:

- A redesign of the graphical user interface (the look of the site)
- Streamlined site navigation
- Replacing the current search engine with Google
- A richer set of tools for authors and editors
- Local site maps and a large global site map and other enhancements designed to make it easier to post and locate content.

As part of the upgrade, the Web site address will be changed from <http://reserves.navy.mil> to <http://navalreserve.navy.mil>. Note: The old site address will automatically redirect users to the new site address.

These are by no means the only changes to be implemented, so log on and check it out! Amplifying information on the upgrade is available online at <http://reserves.navy.mil> on the private side under Support Programs, Information Technology, NR Web site.

—Special thanks to LCDR Dale Drake for his help in writing this article

DEFENSE LOGISTICS AGENCY

RECRUITS MILITARY RESERVISTS

By Kristin Guss

Defense Logistics Agency Public Affairs

FORT BELVOIR, Va. – Opportunities exist at the Defense Logistics Agency (DLA) for Reserve military officers, and officials used last month's Reserve Officers Association (ROA) conference in Washington, D.C., to spread the word.

"We're always looking for good people," said Celia Adolphi, deputy director of the agency's joint Reserve force directorate. "We wanted to use the ROA conference to do that."

Army Reserve Brig. Gen. John Levasseur, DLA's deputy director of Reserve operations, underscored the importance of recruiting talented Reservists for DLA, and suggested the ROA conference as a potential recruiting venue. "We are telling Reservists that there are DLA opportunities in their geographical areas," he said.

DLA has about 600 spaces for Reservists within its headquarters here and at its field activities. Levasseur stressed the necessity of an ongoing commitment to recruiting Reservists for DLA.

"In the case of active-duty military staff members, the commander fills the vacancies," he said. "With Reservists, it's different. We must recruit our own people. We need to recruit Reservists as a

matter of standard procedure.

"Seventy-five percent of Reservists come to a unit because someone told them about a vacancy. They come as a result of personal recommendations," Levasseur continued. "We must make every effort to let Reservists know that we need people from all the military services, and that DLA has a lot to offer them."

Army Reserve Lt. Col. Daniel Thomas, who works with the Defense Supply Center Philadelphia, said he is satisfied with his position.

"When I came to work at DLA, I didn't really know what the agency did. But now I've been with DSCP since 1999, and I'm very happy," he said. "I know that DLA will continue to keep up the good work in supporting the warfighter."

Interested Reservists can call (866) 204-4850 toll-free or check the DLA Web site www.dla.mil for openings.

The agency provides supply support and technical and logistics services to the military services and several civilian federal agencies. DLA is the one source for nearly every consumable item, whether for combat readiness, emergency preparedness or day-to-day operations, officials said.

Corrections

In the January issue of The Naval Reservist, Mr. Thomas F. Hall was incorrectly listed as the Deputy Secretary of the Navy for Reserve Affairs. His actual title is Assistant Secretary of Defense for Reserve Affairs.

The graphic on page 18 failed to include the device for the Small Craft Combat Crewman and wrongly noted the Surface Warfare device. While the Enlisted Surface Warfare Device was correctly featured, the Surface Warfare Officer device is a different design and is gold in color.



CONGRESSMAN HONORS FLORIDA NAVAL RESERVE UNIT

By JO2 Andrew Pratt

Naval and Marine Corps Reserve Center Miami

MIAMI – Naval Reservists in Miami, back from combat support operations in Iraq and Kuwait, were recently awarded the Presidential Unit Citation for their efforts during March through April 2003.

United States Congressman Mario Diaz-Balart of the 25th District of Florida recognized the Naval Reserve 4th Force Service Support Group, 4th Medical Battalion, Headquarters and Service Company Det. 15 (NR 4FSSG 4MB H&S D15) at a special ceremony at Naval and Marine Corps Reserve Center (NMCRC) Miami.

The ceremony recognized the unit's support of the 1st Marine Expeditionary Force in Operation Iraqi Freedom. NR 4FSSG 4MB H&S D15 risked life and limb during the deployment as they tended to the critical wounds of Marines, Sailors and Soldiers being rushed back from the frontlines with Iraqi soldiers.

The Presidential Unit Citation is awarded to units displaying unique gallantry, determination and esprit de corps in accomplishing its mission in difficult and hazardous conditions above other units participating in the same campaign. The unit, which advanced 800 kilometers into occupied enemy territory and crossed four major rivers to do so, devastated nine Iraqi forces divisions. For some detachment members, this was their first combat experience.

"Getting shot at was the most challenging part of this mobilization," said HM3 Scott Jones.

Members of NR 4FSSG 4MB H&S D15 faced not only the difficult living conditions of the desert, but also the real hazards of wartime.

HM1 Jennifer Hamilton demonstrated her selfless sacrifice and dedication to duty as she deployed with the unit while one of her sons was hospitalized with leukemia and a younger son was left in the care of her mother. The Naval Reservist and schoolteacher thought about her sons every moment of every day.

"The days in Kuwait were difficult, but I was able to serve my country," she said.

HMC Zev Levine assisted with health, habitability and hygiene operations at Camp Okinawa in Kuwait, and sacrificed a personal milestone while serving in the front line unit. His son Mathew was born while he was mobilized. He saw the first pictures of his son six weeks later.

Diaz-Balart received much applause from the Sailors after his glowing tribute to their heroic service. As he spoke, pride and emotion swelled throughout the drill hall.

"It's a privilege to be here with you," Diaz-Balart said. "I want to express one thought and one feeling alone – that's gratitude. Gratitude for all you do, day in and day out. What I saw today is the same thing I've seen every time I've had the privilege of meeting with the men and women of the armed forces. It's the quality and the courage of you volunteers who are willing to put your lives on the line for us, and for our freedom. Freedom does not come cheaply. Freedom clearly is a difficult process that we must fight for, day in and day out, and nobody understands it. Nobody puts more on the line than you. And so, on behalf of the people I am privileged to represent in the United States Congress, I want to thank you for your sacrifice, thank you for your hard work, and for your deep love and understanding of that one thing that makes this country the greatest in the universe, that is thank you for protecting our freedoms."

After completing his introduction at the podium, Diaz-Balart shook hands with each award recipient and presented them with a U.S. flag, that had been flown over the Capitol building in Washington.

The Sailors deferred part of the credit to the Marines they supported.

"They were proud to be there and serve their country," said Jones.